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PATENTS  
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
 )  
McConnell et al. )  
 )  
Serial No.: 10/645,917 ) Art Unit: 2855  
 )  
Filed: August 20, 2003 ) Confirmation No. 9581  
 )  
For: Method and System for Selecting a )  
Preferred Contact Center Agent Based )  
on Agent Proficiency and )  
Performance and Contact Center State )

**INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

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K&S Docket: 07117.105015 US  
3578370

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 25, 2004.

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FORM PTB-1449, Adapted							
<div style="float: left; border: 1px solid black; border-radius: 50%; padding: 10px; margin-right: 20px;">             OCT 29 2004           </div> <h2 style="margin: 0;">LIST OF INFORMATION DISCLOSED BY APPLICANT</h2> <p style="margin: 0;"><i>(Use several sheets if necessary)</i></p>							
ATTY. DOCKET NO. 07117 105015			SERIAL NO. 10/645,917		FILING DATE August 20, 2003		
APPLICANT McConnell et al.					GROUP 2855		
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
<b>FOREIGN PATENT DOCUMENTS</b>							
		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES      NO.	
	AN						
	AO						
<b>OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
	AP	Affidavit of John McIlwaine dated September 20, 2004					
	AQ	Star Trainer; <i>Simulation Training for Call Center Agents</i>					
EXAMINER					DATE CONSIDERED		
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							